

TO: All Metropolitan City library staff
FROM: Maren Daniels
DATE: 12/2/2022
SUBJECT: Introduction/January Retreat

Hello, everybody! My name is Maren Daniels, and I am your new Director and Branch Manager of Library Center. I am a graduate of University of Southern California Marshall and Maryville College. I am excited to work with you all and enthusiastic about the direction our library system will be heading in.

I would like to organize our first all-expenses paid staff retreat at Gotham Hotel in downtown Metropolitan City, which is walking distance from Library Center. This retreat will last two days, and go from January 29th-30th. The Board of Library Commissioners has requested that we update our hiring process. After the pandemic, many of our employees were either laid off or began to work from home. This was an extremely difficult period, but thanks to our staff's combined efforts and excellent motivation, we were able to persevere throughout those unprecedented times. While coronavirus is still active throughout the world, vaccines and consistent masking protocols have enabled us to resume our normal operations while still masked. The purpose of this retreat will be to develop a new recruitment program, as well as serve as a springboard to strengthen our teamwork and communication in preparation for returning to in-person service.

ATTENDEES:

The following Metropolitan City Public Libraries Staff will be in attendance:

<u>North Branch</u>	<u>South Branch</u>	<u>East Branch</u>
Branch Manager	Clerk	Library Technician
Reference Librarian	Collections Specialist	Accountant
<u>West Branch</u>	<u>Forest Branch</u>	<u>Desert Branch</u>
HR Manager	Branch Manager	Archivist
Head of Recruitment	Research Specialist	HR Manager
<u>Island Branch</u>	<u>Highlands Branch</u>	<u>Mountains</u>
<u>Branch</u>		
Head of Recruitment	Head of Finance	Youth Librarian

Reference Librarian
Manager

Collections Specialist

Branch

Meadows Branch

Marketing Director

Social Worker/Eldery Advocate

WHY?

Let's look at this retreat as an opportunity to rebrand our library system. It is crucial that library users view us as one cohesive unit, unified across all our branches. The coronavirus breakout fractured our staff as well as our morale, and this retreat will serve as a way to bring us back together, as well as getting everyone back in the habit of frequent in-person communication. This is a process that will not happen overnight, and take several months to get back on our normal track, but I have the utmost confidence in our Metropolitan City Libraries staff.

We would also like to take this opportunity to increase our number of in-person library patrons. At the retreat, we will have dedicated time to create a "think tank" where we will brainstorm ways to bring our users back to our facilities. There will be several challenges to this, with users being accustomed to receiving their materials digitally, as well as the still prevalent threat of coronavirus. We will continue all masking practices and keep several appointment periods open for those who wish to maintain social distancing. Despite these challenges, we are an adaptive team and I have the utmost confidence in every one of you.

OBJECTIVES

We have much to discuss and accomplish over this retreat, but this process will not be overnight. As mentioned above, our retreat will serve as a springboard for unifying our employees once again. To promote this, we are going to review our recruitment and retention processes and update them to fit our post-lockdown world. This will entail redefining all necessary job descriptions to better encapsulate their purpose, as well as combining several roles or even creating new positions where necessary. We will also update our compensation packages to reflect the post-lockdown needs of our staff. We would also like to hear from our union representatives on how we can best approach this. I also understand that while we will be moving back to in-person services, there are still many benefits to allowing our employees to work remotely. At this retreat, we will also work towards

finding a perfect balance between working from home and in our library buildings.

AGENDA

Attached to this email you will find an agenda for our retreat as well as a preliminary mission statement. We will have an open Q&A at the beginning and end of the retreat to ensure a clarity of purpose and bring everyone back up to speed. We will discuss our starting line and the current issues we must overcome, as well as develop a plan to stay COVID safe in light of reopening. We will also review our job descriptions and compensation packages, as well as an optional tour of the Library Central campus. On the second day, we will begin by discussing hiring practices, followed by an in-depth discussion on how we can better serve our community in a way that promotes diversity, as well as highlighting how we can reach out to our underserved populations. In the afternoon, we will discuss our public image, and how Metropolitan Public Libraries can better connect with its community. This will be followed by our second Q&A, and a final period to discuss any lingering comments to our job description and compensation packet updates.

CLOSING

It has been a difficult two years, but I believe in our ability to grow and better serve our community. I can confidently say that we have already overcome the worst of our challenges, and are currently in the early stages of planning our continued success. With all of our efforts combined, we can use this opportunity to come back and re-open better than ever, and to better serve our Metropolitan City residents in their everlasting educational journey. I am optimistic about our return and am excited to spend two days with you all!

Sincerely,

Maren Daniels

Director and Branch Manager of Metropolitan City Public Libraries

AGENDA

DAY 1:

9:00-9:45	Introduction/Icebreakers (followed by a 15 minute break)
10:00-10:50	Open Q&A (followed by a 10 minute break) This will serve as an opportunity for staff members to ask any questions. Staff members are encouraged to provide any feedback and suggestions regarding any concerns or requests.
11:00-12:15	Current Issues/ COVID Protocol In this period we will discuss potential challenges, as well as plan how we can retain our social distancing policies.
12:15-1:15	Lunch (free of charge, catered by a local restaraunt)
1:15- 2:45	Job Description Review (followed by a 15 minute break) This period will entail the preliminary discussions of updating our job descriptions, as well as combining and creating roles.
2:45- 4:00	Compensation Packet Review At this time we will reevaluate our compensation package and discuss how to update our benefits.
4:00-5:00	Optional Tour of Library Central

DAY 2:

9:00-9:45	Morning Debrief (followed by a 15 minute break)
10:00-10:50	Hiring Practices (followed by a 10 minute break) In this time we will discuss our current hiring practices, as well as train attendees on the hiring process.
11:00-12:15	Accessibility and Diversity In this period we will discuss accessibility and diversity, ensuring how we can maintain an all-inclusive environment for our patrons. We will hear from our attending HR Representatives and Social Worker
12:15-1:15	Lunch (free of charge, catered by a local restaraunt)
1:15- 2:45	Public Partnerships We will hear from our Research Specialist on how Metropolitan City Libraries can partner with local high schools and universities to promote city-wide learning. This segment will be co-hosted by our Marketing Specialist.
2:45- 4:00	Q&A Part 2 This will serve as a period to answer any questions one may have since the previous Q&A Session
4:00-4:30	Job Description Overview (Part 2)

	This will serve to tie up any loose ends not discussed the day prior.
4:30-5:00	Compensation Packet Review (Part 2) This will serve to tie up any loose ends not discussed the day prior.
5:00- 5:30	Closing Session

UPDATED MISSION STATEMENT

“Metropolitan City Libraries is committed to serving its diverse community in a way to aid their lifelong educational journey. We strive to bring a variety of services to the city, as well as providing community members with beneficial social programs and assistance.”